



PRODUCT: DESKPRO
SERVICE ADVISORY # 034
DATE: October 23, 1985

RETURN OF 30 MEGABYTE DISK DRIVES

Subject

DESCRIPTION:

Per Service Advisory 016 dated March 21, 1985, all 30 Megabyte Fixed Disk Drives returned to COMPAQ^R Computer Corporation were required to have the shipping pin and lock mechanism installed. This mechanism is designed to prevent damage to the drive during transit. Acceptable locking mechanisms and shipping pins are provided upon request to Authorized dealers at no charge, excluding shipping charges, from COMPAQ Computer Corporation Dealer Support.

Beginning November 1, 1985, any 30 Megabyte Fixed Disk Drives returned to COMPAQ Computer Corporation without the COMPAQ supplied locking mechanism and shipping pin properly installed will result in a charge of \$375.00, being applied to the dealer's account. This charge will be detailed on the invoice as "HANDLING CHARGE." COMPAQ Computer Corporation Service Administration will contact the Authorized dealer both by phone and by letter, explaining the reason for the charge.

For further information or clarification contact COMPAQ Dealer Support at:

800-231-9977	(All Authorized Dealers)
Telex:	795437
A/B:	COMPAQCOMP HOU (Houston, TX)
Telex:	898630
A/B:	COMPAQ TTX D (European Headquarters)
49-89-926-970	
Telex:	889126
A/B:	COMPAQG (United Kingdom Headquarters)
44-1-940-8860	
Telex:	603124
Attn:	COMPAQ (French Headquarters)
33-6-446-3625	
416-449-8741	(Canadian Headquarters)
Telex:	72566
A/B:	COHQ AA72566 (Australian Headquarters)

cc: Store Manager